



# WORKPLACE MANAGED CARE

## RESOURCES/UPDATES by Fax

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### The Cost of Employee Assistance Programs (EAPs): Findings from Seven Case Studies

Bray, J.W.; French, M.T.; Bowland, B.J.; Dunlap, L.J.  
 Employee Assistance Quarterly, Vol. 11(4), 1996.

Over the last several years, the prevalence of employee assistance programs (EAPs) has greatly increased. Nearly one third of all private, nonagricultural worksites with 50 or more employees offered EAP services in 1993. Yet few studies exist that examine the costs associated with EAPs. This paper examines EAP costs across seven different worksites using a standardized case study approach. The companies studied included two large manufacturers, one small municipality, one financial institution, a large community medical center, a large communications company, and a teaching hospital. Direct and opportunity costs were determined by means of an interview guide administered to the EAP director and staff. The kinds of services typically provided by EAPs included:

|                                     |   |
|-------------------------------------|---|
| Telephone hotlines                  | Assessment and referral                   |
| Short-term counseling               | Long-term counseling                      |
| Supervisor and/or employee training | Health promotion and/or wellness programs |

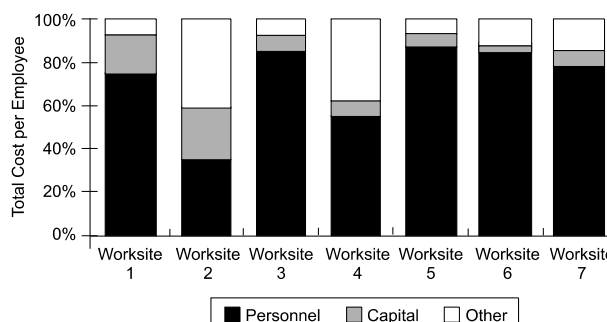
In order to compare costs across sites, the cost per eligible employee was determined. Overall costs were dependent on the mix of services provided, with personnel costs accounting for the largest proportion of expenditures.

**Average Total Cost: \$45.50**

### Average Total Costs per Worksite

#### Worksites:

Worksite 1 (Energy Company): \$22.37  
 Worksite 2 (Manufacturing Plant): \$21.54  
 Worksite 3 (Small Municipality): \$181.47  
 Worksite 4 (Financial Institution): \$45.50  
 Worksite 5 (Medical Center): \$37.17  
 Worksite 6 (Communications Company): \$49.16  
 Worksite 7 (Hospital): \$16.34



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